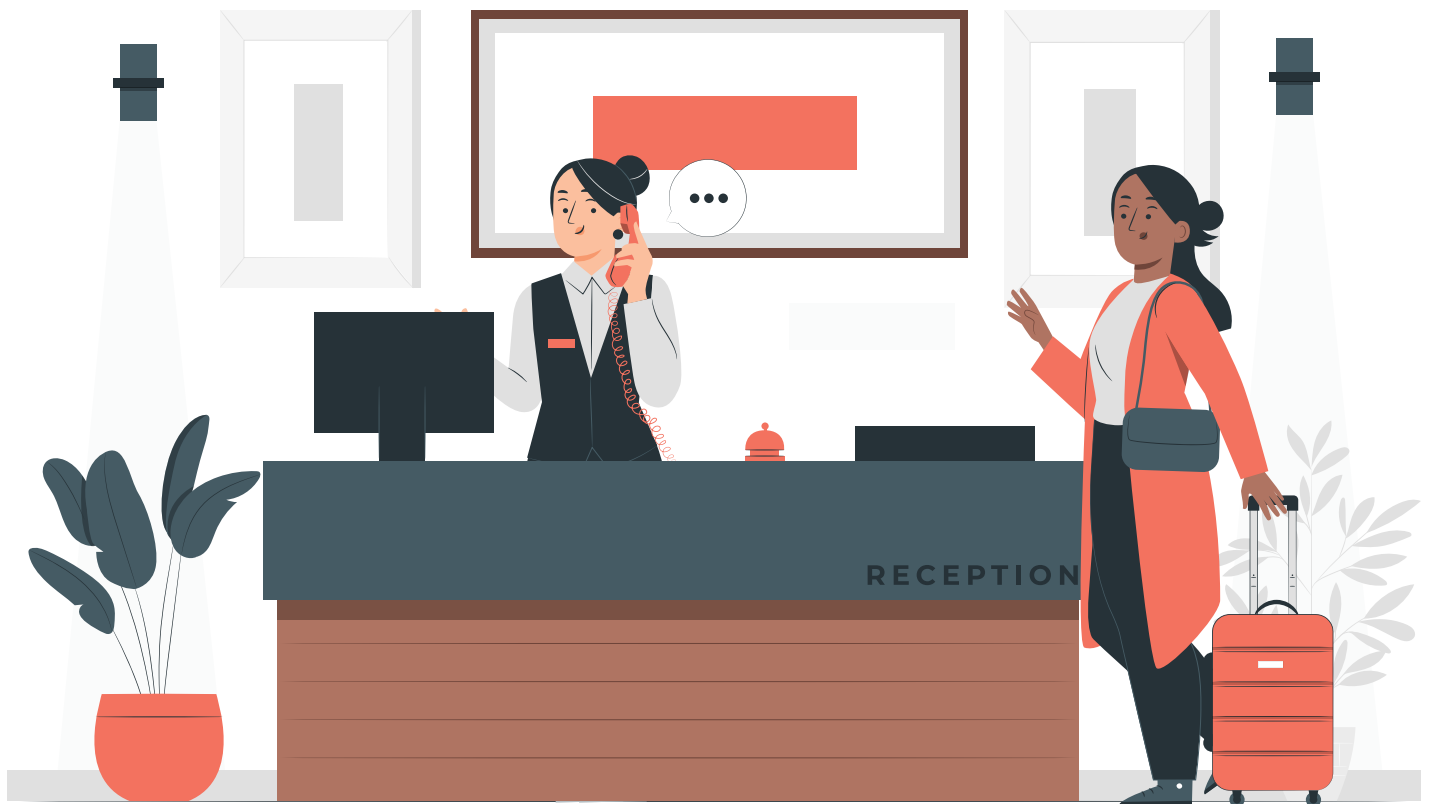# National Curriculum of Pakistan
2022-23

TECHNICAL EDUCATION

HOSPITALITY & TOURISM MANAGEMENT

Hospitality & Hotel Management

Grades 9-12

NATIONAL CURRICULUM COUNCIL SECRETARIAT
MINISTRY OF FEDERAL EDUCATION AND
PROFESSIONAL TRAINING, ISLAMABAD
GOVERNMENT OF PAKISTAN

بِسْمِ اللهِ الرَّحْمٰنِ الرَّحِيمِ

National Curriculum of Pakistan
2022-23

TECHNICAL EDUCATION

HOSPITALITY &
TOURISM MANAGEMENT

Hospitality & Hotel Management

Grades 9-12

It is with great pride that we, at the National Curriculum Council Secretariat, present the first core curriculum in Pakistan's 75-year history. Consistent with the right to education guaranteed by Article 25-A of our Constitution, the National Curriculum of Pakistan (2022-23) aspires to equip every child with the necessary tools required to thrive in and adapt to an ever-evolving globalized world.

The National Curriculum is in line with international benchmarks, yet sensitive to the economic, religious, and social needs of young scholars across Pakistan. As such, the National Curriculum aims to shift classroom instruction from rote learning to concept-based learning.

Concept-based learning permeates all aspects of the National Curriculum, aligning textbooks, teaching, classroom practice, and assessments to ensure compliance with contemplated student learning outcomes. Drawing on a rich tapestry of critical thinking exercises, students will acquire the confidence to embark on a journey of lifelong learning. They will further be able to acknowledge their weaknesses and develop an eagerness to build upon their strengths.

The National Curriculum was developed through a nationwide consultative process involving a wide range of stakeholders, including curriculum experts from the public, private, and non-governmental sectors. Representatives from provincial education departments, textbook boards, assessment departments, teacher training departments, *deeni madaris*, public and private publishers, private schools, and private school associations all contributed their expertise to ensure that the National Curriculum could meet the needs of all Pakistani students.

The experiences and collective wisdom of these diverse stakeholders enrich the National Curriculum, fostering the core, nation-building values of inclusion, harmony, and peace, making the National Curriculum truly representative of our nation's educational aspirations and diversity.

I take this opportunity to thank all stakeholders, including students, teachers, and parents who contributed to developing the National Curriculum of Pakistan (2022-23)

Dr. Mariam Chughtai
Director
National Curriculum Council Secretariat
Ministry of Federal Education and Professional Training

Hospitality Management

Grades 9-10

Progression Grid

Domain A: Fundamentals of Hospitality Management

Standard: Map the history and evolution of hotels and lodging properties

Grade 9	Grade 10	Grade 11	Grade 12
Benchmark I: Demonstrate a foundational understanding of the hospitality industry by defining key concepts of hospitality, comparing and contrasting the purpose of hospitality establishments in local and international contexts, and exploring the history and evolution of hotels and lodging properties.	**Benchmark I**:	**Benchmark I**:	**Benchmark I**:
Student Learning Outcomes			

Students will be able to: [SLO:HM-09-A-01]: Define the concept of hospitality. [SLO:HM-09-A-02]: Compare and contrast the respective purpose and functions of hotels, restaurants, and other hospitality establishments [SLO:HM-09-A-03]: Describe the nature of hospitality industry in local and international contexts [SLO:HM-09-A-04]: Explain the various facilities of hotels (accommodation, restaurants, banqueting, health and spa, conference rooms, business centers, shopping arcade, limousine service/pick and drop service) [SLO:HM-09-A-05]:			

Map the history and evolution of hotels and lodging properties			

Domain B: Career Prospect of the Hospitality Industry

Standard: Use their knowledge of diverse careers in hospitality to create their own pathways.

Grade 9	Grade 10	Grade 11	Grade 12
Benchmark I: Evaluate the diversity of hospitality careers. **Benchmark II**: Analyze industry trends that impact career choice.	**Benchmark I**: Evaluate challenges in the hospitality industry.	**Benchmark I**:	**Benchmark I**:
Student Learning Outcomes			
[SLO: HM-09-B-01]: Classify various career paths within the hospitality industry, including roles in hotels, restaurants, event	[SLO: HM-10-B-01]: Investigate current and emerging trends in the hospitality industry, such as advancements in technology, changing		

management, tourism, and related sectors.	consumer preferences, and global travel patterns.		
[SLO:HM-09-B-02]:	[SLO: HM-10-B-02]:		
Analyze the specific skills and qualifications required for different hospitality roles, considering factors such as customer service, management, and specialized areas like culinary arts.	Assess the impact of these trends on the demand for specific skills and roles within the hospitality sector, providing insights into potential growth areas and areas of specialization.		
[SLO:HM-09-B-03]:	[SLO: HM-10-B-03]:		
Investigate current and emerging trends in the hospitality industry, such as advancements in technology, changing consumer preferences, and global travel patterns.	Predict challenges faced by associates/employees working in the hospitality sector.		
[SLO:HM-09-B-04]:			
Assess the impact of these trends on the demand for specific skills and roles within the hospitality sector, providing insights into			

potential growth areas and areas of specialization.			

Domain C: Overview of Departments in Hospitality Industry

Standard: Evaluate effective security measures such as access control systems, surveillance cameras, alarm systems to safeguard guests, staff, and property, etc.

Grade 9	Grade 10	Grade 11	Grade 12
Benchmark I: Evaluate the role of Human Resource (HR) in Hospitality **Benchmark II:** Match the types of events to customer profiles **Benchmark III:** Recognize the role of HR in Hospitality	**Benchmark I**: Analyze the role of IT in Hospitality including risk assessment, cyber security amongst other aspects. **Benchmark II:** Describe basic safety and security features in the hospitality industry **Benchmark III:** Utilize marketing techniques for effective business generation	**Benchmark I**:	**Benchmark I**:
Student Learning Outcomes			
Students will be able: [SLO: HM-09-C-01]:	Students will be able: [SLO: HM-10-C-01]:		

Identify the basic functions of HR in the hospitality industry. [SLO: HM-09-C-02]: Develop strategies for effective recruitment, training, and retention of hospitality staff, aligning HR practices with the industry's dynamic demands. [SLO: HM-09-C-03]: Evaluate the role of the HR department in fostering a positive organizational culture, enhancing employee engagement, and addressing specific issues relevant to the hospitality industry, such as staff turnover and talent development. [SLO: HM-09-C-04]: Identify types of customers for the events - B2B vs B2C. [SLO: HM-09-C-05]:	Describe basic functions of IT. [SLO: HM-10-C-02]: Identify different ways in which IT enhances the services and guest experience. [SLO: HM-10-C-03]: Explain the importance of cyber security measures in the hospitality industry. [SLO: HM-10-C-04]: List hospitality security principles including risk assessment, threat analysis, and security best practices. [SLO: HM-10-C-05]: Analyze various practices that took place for effective security measures such as access control systems, surveillance		

Distinguish between different types of events that takes place like corporate events, conferences, birthday parties, weddings, business meetings, events by marketing, etc. [SLO: HM-09-C-06]: Describe key components of the operational health and safety environment of the hospitality industry. [SLO: HM-09-C-07]: Explain key components of food safety for quality and compliance. [SLO: HM-09-C-08]: Evaluate the importance of internal audits for assuring and elevating quality. [SLO: HM-09-C-09]: Identify the basic functions of HR in the hospitality industry. [SLO: HM-09-C-10]:	cameras, alarm systems to safeguard guests, staff, and property, etc. [SLO: HM-10-C-06]: Match of customers for the events - B2B vs B2C (covered in events). [SLO: HM-10-C-07]: Recognize STPs, value propositions and customer journey mapping. [SLO: HM-10-C-08]: Analyze digital marketing role in hospitality.		

Develop strategies for effective recruitment, training, and retention of hospitality staff, aligning HR practices with the industry's dynamic demands. [SLO: HM-09-C-11]: Evaluate the role of the HR department in fostering a positive organizational culture, enhancing employee engagement, and addressing specific issues relevant to the hospitality industry, such as staff turnover and talent development.			

Domain D: Department Overview for the Hospitality Industry

Standard: Assess the importance of good communication for enhanced customer services.

Grade 9	Grade 10	Grade 11	Grade 12

Benchmark I: Recognize the role of kitchen production in hospitality industry	Benchmark I: Recognize the role of Health & Wellness in hospitality industry **Benchmark II:** Analyze the role of Food and Beverages Service in Hospitality	Benchmark I:	Benchmark I:
Student Learning Outcomes			
Students will be able: [SLO: HM-10-D-01]: Identify different sections and types of kitchen. [SLO: HM-10-D-02]: Describe culinary fundamentals and cooking techniques. [SLO: HM-10-D-03]: Identify different types of cuisines that are served in hotels.	Students will be able: [SLO: HM-10-D-04]: List the facilities provided at the health, spa and gym of a hotel. [SLO: HM-10-D-05]: Identify the different types of services offered in spa. [SLO: HM-10-D-06]: Assess the importance of good communication for enhanced customer services.		

Hospitality Management

9-10

Progression Grid

Domain A: Fundamentals of Hospitality Management

Standard: Map the history and evolution of hotels and lodging properties

Grade 9	Grade 10	Grade 11	Grade 12
Benchmark I: Demonstrate a foundational understanding of the hospitality industry by defining key concepts of hospitality, comparing and contrasting the purpose of hospitality establishments in local and international contexts, and exploring the history and evolution of hotels and lodging properties.	**Benchmark I**:	**Benchmark I**:	**Benchmark I**:
Student Learning Outcomes			

Students will be able to: [SLO:HM-09-A-01]: Define the concept of hospitality. [SLO:HM-09-A-02]: Compare and contrast the respective purpose and functions of hotels, restaurants, and other hospitality establishments [SLO:HM-09-A-03]: Describe the nature of hospitality industry in local and international contexts [SLO:HM-09-A-04]: Explain the various facilities of hotels (accommodation, restaurants, banqueting, health and spa, conference rooms, business centers, shopping arcade, limousine service/pick and drop service) [SLO:HM-09-A-05]:			

Map the history and evolution of hotels and lodging properties			

Domain B: Career Prospect of the Hospitality Industry

Standard: Use their knowledge of diverse careers in hospitality to create their own pathways.

Grade 9	Grade 10	Grade 11	Grade 12
Benchmark I: Evaluate the diversity of hospitality careers. **Benchmark II**: Analyze industry trends that impact career choice.	**Benchmark I**: Evaluate challenges in the hospitality industry.	**Benchmark I**:	**Benchmark I**:
Student Learning Outcomes			
[SLO: HM-09-B-01]: Classify various career paths within the hospitality industry, including roles in hotels, restaurants, event	[SLO: HM-10-B-01]: Investigate current and emerging trends in the hospitality industry, such as advancements in technology, changing		

management, tourism, and related sectors. [SLO:HM-09-B-02]: Analyze the specific skills and qualifications required for different hospitality roles, considering factors such as customer service, management, and specialized areas like culinary arts. [SLO:HM-09-B-03]: Investigate current and emerging trends in the hospitality industry, such as advancements in technology, changing consumer preferences, and global travel patterns. [SLO:HM-09-B-04]: Assess the impact of these trends on the demand for specific skills and roles within the hospitality sector, providing insights into	consumer preferences, and global travel patterns. [SLO: HM-10-B-02]: Assess the impact of these trends on the demand for specific skills and roles within the hospitality sector, providing insights into potential growth areas and areas of specialization. [SLO: HM-10-B-03]: Predict challenges faced by associates/employees working in the hospitality sector.		

potential growth areas and areas of specialization.			

Domain C: Overview of Departments in Hospitality Industry

Standard: Evaluate effective security measures such as access control systems, surveillance cameras, alarm systems to safeguard guests, staff, and property, etc.

Grade 9	Grade 10	Grade 11	Grade 12
Benchmark I: Evaluate the role of Human Resource (HR) in Hospitality	**Benchmark I**: Analyze the role of IT in Hospitality including risk assessment, cyber security amongst other aspects.	**Benchmark I**:	**Benchmark I**:
Benchmark II: Match the types of events to customer profiles	**Benchmark II:** Describe basic safety and security features in the hospitality industry		
Benchmark III: Recognize the role of HR in Hospitality	**Benchmark III:** Utilize marketing techniques for effective business generation		
Student Learning Outcomes			
Students will be able: [SLO: HM-09-C-01]:	Students will be able: [SLO: HM-10-C-01]:		

Identify the basic functions of HR in the hospitality industry. [SLO: HM-09-C-02]: Develop strategies for effective recruitment, training, and retention of hospitality staff, aligning HR practices with the industry's dynamic demands. [SLO: HM-09-C-03]: Evaluate the role of the HR department in fostering a positive organizational culture, enhancing employee engagement, and addressing specific issues relevant to the hospitality industry, such as staff turnover and talent development. [SLO: HM-09-C-04]: Identify types of customers for the events - B2B vs B2C. [SLO: HM-09-C-05]:	Describe basic functions of IT. [SLO: HM-10-C-02]: Identify different ways in which IT enhances the services and guest experience. [SLO: HM-10-C-03]: Explain the importance of cyber security measures in the hospitality industry. [SLO: HM-10-C-04]: List hospitality security principles including risk assessment, threat analysis, and security best practices. [SLO: HM-10-C-05]: Analyze various practices that took place for effective security measures such as access control systems, surveillance		

Distinguish between different types of events that takes place like corporate events, conferences, birthday parties, weddings, business meetings, events by marketing, etc.

[SLO: HM-09-C-06]:

Describe key components of the operational health and safety environment of the hospitality industry.

[SLO: HM-09-C-07]:

Explain key components of food safety for quality and compliance.

[SLO: HM-09-C-08]:

Evaluate the importance of internal audits for assuring and elevating quality.

[SLO: HM-09-C-09]:

Identify the basic functions of HR in the hospitality industry.

[SLO: HM-09-C-10]:

cameras, alarm systems to safeguard guests, staff, and property, etc.

[SLO: HM-10-C-06]:

Match of customers for the events - B2B vs B2C (covered in events).

[SLO: HM-10-C-07]:

Recognize STPs, value propositions and customer journey mapping.

[SLO: HM-10-C-08]:

Analyze digital marketing role in hospitality.

Domain E: Sustainable Hospitality

Standard: Use data analytics and predictive technologies in optimizing business processes, customer engagement, and decision-making within the hospitality sector

Grade 9	Grade 10	Grade 11	Grade 12
Benchmark I: Recognizing linkages: Basics of Tourism, Hospitality Index, and Interconnected Dynamics **Benchmark II**: Create energy-efficient strategies for Sustainable Hospitality	**Benchmark I**: Describe waste management and recycling practices for Sustainable Hospitality **Benchmark II:** Identify sustainable plantation practices within the hospitality context **Benchmark III:** Predict future-focused Food and Beverage experiences within Hospitality dynamics **Benchmark IV:** Use data analytics and predictive technologies in optimizing business processes, customer engagement, and	**Benchmark I:**	**Benchmark I:**

	decision-making within the hospitality sector.		
Student Learning Outcomes			
Students will be able: [SLO: HM-09-E-01]: Recognize Linkages: Basics of Tourism, Hospitality Index, and Interconnected Dynamics. [SLO: HM-09-E-02]: Explore the key components and indicators of the Tourism and Travel Index, including factors. [SLO: HM-09-E-03]: Analyze the correlation between the T&T Index rankings and the performance of the hospitality industry, considering how a destination's attractiveness influences visitor numbers, hotel occupancy rates, and overall economic impact.	Students will be able to: [SLO: HM-10-E-01]: Evaluate effective water management and recycling strategies in the context of sustainable hospitality. [SLO: HM-10-E-02]: Explain sustainable plantation practices in hospitality. [SLO: HM-10-E-03]: Predict innovative food and beverage experiences, effectively adapting to and shaping future trends within the dynamic landscape of hospitality. [SLO: HM-10-E-04]: Analyze the impact of innovative food and		

	beverage experiences on brand differentiation, market competitiveness, and overall guest satisfaction within the hospitality sector. [SLO: HM-10-E-05]: Analyze the factors that contribute to the advanced integration of technology within the evolving trends of the hospitality landscape. Use data analytics and predictive technologies in optimizing business processes, customer engagement, and decision-making within the hospitality sector.		

Hospitality Management

11-12

Progression Grid

Domain A: Fundamentals of Hospitality Management

Standard: Analyze the evolution of the hospitality industry and its linkages with the tourism industry.

Grade 11	Grade 12
Benchmark I: Evaluate the evolution and nature of the hospitality industry. **Benchmark II**: Analyze the relationship of hospitality with the T&T Index. **Benchmark III**: Assess the career prospects in the hospitality industry.	**Benchmark I**:
Student Learning Outcomes	
Students should be able to: [SLO:HM-11-A-01]:	

Describe the key characteristics and components of the hospitality industry, including its scope, major segments, and the role it plays in the global economy.

[SLO:HM-11-A-02]:

Analyze the interrelationships between different sectors within the hospitality industry, such as hotels, restaurants, and spas, to demonstrate a comprehensive understanding of the diverse nature of the field.

[SLO:HM-11-A-03]:

Examine the historical development of hotels and lodging properties, tracing key milestones and trends that have shaped the industry over time.

[SLO:HM-11-A-04]:

Evaluate the impact of socio-economic, technological, and cultural factors on the evolution of hotels, demonstrating an understanding of how historical events have influenced contemporary hospitality practices.

[SLO:HM-11-A-05]:

Demonstrate a detailed understanding of hotel facilities, including accommodation options, dining

establishments, banquet and conference facilities, health and spa services, business centers, and transportation services. [SLO:HM-11-A-06]: Identify and categorize various hotel departments, elucidating the roles and responsibilities of each department in ensuring the smooth operation and guest satisfaction within a hospitality establishment. [SLO:HM-11-A-07]: Understand the different shifts in hotel operations, including morning, general, evening, night, and flexi hours. [SLO:HM-11-A-08]: Define the concepts of hospitality and tourism and articulate the symbiotic relationship between these two industries. [SLO:HM-11-A-09]: Analyze how the growth and development of the tourism industry impact the demand for hospitality services, demonstrating an understanding of the interdependence between the sectors. [SLO:HM-11-A-10]:	

Demonstrate the ability to apply strategic management principles to integrate hospitality and tourism services effectively.

[SLO:HM-11-A-11]:

Develop a plan that outlines how a hospitality establishment can align its offerings and services with the needs and expectations of tourists, considering cultural sensitivity, market trends, and sustainable practices.

[SLO:HM-11-A-12]:

Develop a personalized strategic career plan within the hospitality industry, incorporating long-term goals, skill development, and industry trends.

[SLO:HM-11-A-13]:

Evaluate potential career paths within hospitality, considering emerging sectors, global trends, and the integration of technology, and propose strategies for continuous professional growth and adaptability.

[SLO:HM-11-A-14]:

Identify and analyze current challenges and issues facing the hospitality industry, such as those related to

sustainability, diversity and inclusion, crisis management, and technological advancements. [SLO:HM-11-A-15]: Develop comprehensive solutions and strategies to address these challenges, considering ethical considerations, and industry best practices.	

Domain B: Human Resource and Organizational Development in the Hospitality Industry

Standard: Use their knowledge of HR and how the HR operations work in the hospitality industry.

Grade 11	Grade 12
Benchmark I: Examine different roles/tasks/functions of a HR department in hospitality. **Benchmark II**: Evaluate the need for organizational development and its importance. **Benchmark III**: Recall Labor laws and compliance to have a grip over HR legalities.	**Benchmark I**:
Student Learning Outcomes	
Students should be able to:	

[SLO:HM-11-B-01]: Explain the different levels and grades of hospitality employees, including directors and general managers, unit divisional heads, unit heads, management, non-management, contractual staff, expatriates, and casual staff/daily wagers. [SLO:HM-11-B-02]: Describe the roles and responsibilities associated with each level, recognizing the significance of a well-structured hierarchy in achieving organizational objectives within the hospitality sector. [SLO:HM-11-B-03]: Analyze different strategies for recruiting and hiring hospitality employees, considering industry-specific requirements, market trends, and organizational goals. [SLO:HM-11-B-04]: Evaluate the advantages and disadvantages of various recruitment methods, such as online job portals, social media, networking, and referrals, and propose a tailored approach that aligns with the specific needs of the hospitality business. [SLO:HM-11-B-05]:	

Demonstrate proficiency in pre-hiring formalities, including the development of job descriptions, screening processes, and conducting interviews that align with HR standards.

[SLO:HM-11-B-06]:

Analyze the factors influencing workforce planning in the hospitality industry, particularly in cases of expansion or seasonal variations.

[SLO:HM-11-B-07]:

Develop a strategic workforce plan that includes anticipating staffing needs, identifying skill gaps, and proposing recruitment, training, or temporary staffing solutions to align with the business goals of a growing or seasonal hospitality operation.

[SLO:HM-11-B-08]:

Demonstrate proficiency in forecasting methods specific to the hospitality sector, considering variables such as seasonal fluctuations, market trends, and organizational growth plans.

[SLO:HM-11-B-09]:

Analyze the factors influencing compensation decisions in the hospitality industry, including market benchmarks, industry standards, and organizational budget constraints. [SLO:HM-11-B-10]: Evaluate the significance of monetary and non-monetary perks in attracting and retaining employees in the hospitality industry. [SLO:HM-11-B-11]: Design and propose a holistic employee benefits package that includes healthcare, retirement plans, flexible work arrangements, professional development opportunities, and other non-monetary perks, considering the unique needs and preferences of the hospitality workforce. [SLO:HM-11-B-12]: Analyze the role of Key Performance Indicators (KPIs) and objectives in measuring and managing employee performance within the hospitality industry. [SLO:HM-11-B-13]: Design a set of relevant and measurable KPIs and objectives for different roles within a hospitality	

organization, considering industry benchmarks, organizational goals, and individual job responsibilities.

[SLO:HM-11-B-14]:

Demonstrate proficiency in conducting comprehensive year-end performance appraisals for employees in the hospitality sector, emphasizing fair and constructive feedback.

[SLO:HM-11-B-15]:

Analyze the importance of diversity and inclusion in the hospitality industry, considering the benefits for employee morale, customer satisfaction, and organizational innovation.

[SLO:HM-11-B-16]:

Evaluate the impact of bias and discrimination in the hospitality workplace, recognizing the importance of promoting equal opportunities for all employees.

[SLO:HM-11-B-17]:

Discuss ways of fostering a culture of inclusivity, and ensuring that employees of diverse backgrounds have equal access to career development, promotions, and other professional opportunities.

[SLO:HM-11-B-18]:

Analyze the unique factors that motivate employees within the hospitality industry, considering the diverse roles, work environments, and personal preferences of individuals.

[SLO:HM-11-B-19]:

Develop a comprehensive understanding of motivational theories and apply this knowledge to identify and categorize factors that drive employee performance and job satisfaction in various hospitality settings.

[SLO:HM-11-B-20]:

Examine the various factors that contribute to employee turnover in the hospitality industry, including but not limited to workload, work-life balance, career growth opportunities, and workplace culture.

[SLO:HM-11-B-21]:

Formulate and propose targeted retention strategies to address identified factors contributing to turnover in the hospitality industry.

[SLO:HM-11-B-22]:

Demonstrate proficiency in managing notice periods, understanding legal implications, and executing separation processes ethically and in compliance with employment laws. [SLO:HM-11-B-23]: Recognize and articulate the importance of training programs in the hospitality industry, understanding their impact on employee performance, guest satisfaction, and overall organizational success. [SLO:HM-11-B-24]: Design and propose comprehensive development opportunities for staff, incorporating both hard skills (job-specific competencies) and soft skills (communication, leadership, customer service), aligning with the unique demands of the hospitality sector.	

Domain C: Role of Finance in Hospitality Management

Standard: Use their knowledge of finance   in the different facets of the hospitality industry.

Grade 11	Grade 12
Benchmark I: Identify different sub departments of finance and the roles they perform like financial planning and analysis, accounting and bookkeeping, income audit, credit management, cost control, materials management, payroll management, tax compliance, financial reporting, audit, inventory management, etc.	**Benchmark I**:
Student Learning Outcomes	
Students should be able to: [SLO:HM-11-C-01]: Demonstrate the ability to create and manage comprehensive budgets for hospitality businesses, incorporating relevant financial data, industry benchmarks, and strategic objectives. [SLO:HM-11-C-02]: Develop proficiency in forecasting techniques, utilizing historical data and market trends to make accurate	

predictions that inform decision-making and resource allocation within the hospitality sector.

[SLO:HM-11-C-03]:

Interpret financial models effectively, identifying key performance indicators (KPIs) and providing insights that contribute to strategic planning, risk assessment, and performance optimization in hospitality businesses.

[SLO:HM-11-C-04]:

Evaluate and synthesize financial information to make strategic recommendations for financial planning and decision-making within hospitality organizations.

[SLO:HM-11-C-05]:

Demonstrate the ability to communicate financial insights and recommendations clearly to non-financial stakeholders, facilitating informed decision-making and contributing to the overall success and sustainability of hospitality businesses.

[SLO:HM-11-C-06]:

Demonstrate proficiency in maintaining and managing the general ledger system, ensuring accurate and up-to-date financial records for hospitality establishments.

[SLO:HM-11-C-07]:

Apply sound principles of financial record-keeping, including the recording of transactions, reconciliation of accounts, and adherence to accounting standards, contributing to the overall financial integrity and transparency of the organization.

[SLO:HM-11-C-08]:

Identify and understand the skills necessary to manage accounts payable and receivable functions within the hospitality sector, including timely processing of invoices, monitoring payment schedules, and optimizing cash flow.

[SLO:HM-11-C-09]:

Develop proficiency in reconciling financial transactions, applying principles of double-entry accounting to verify the accuracy of financial records, identify discrepancies, and ensure alignment with organizational financial policies and standards.

[SLO:HM-11-C-10]:

Demonstrate a deep understanding of credit policies within the context of financial management, including the development, implementation, and monitoring of

credit policies to mitigate risks and maximize revenue for businesses in the hospitality sector.

[SLO:HM-11-C-11]:

Develop the ability to monitor and control operational costs within the hospitality industry, including analyzing budgetary allocations, tracking expenditures, and identifying areas for cost containment while maintaining quality standards.

[SLO:HM-11-C-12]:

Demonstrate proficiency in identifying and implementing cost-saving measures in a hospitality setting, utilizing financial analysis and strategic planning to reduce expenses without compromising service quality or operational efficiency.

[SLO:HM-11-C-13]:

Demonstrate a thorough understanding of the end-to-end purchasing process in the hospitality industry, including the creation and processing of purchase orders (POs), quotations, and purchase requisitions (PR), as well as the procedures for receiving and inspecting supplies.

[SLO:HM-11-C-14]:

Develop proficiency in vendor management, procurement strategies, and vendor analysis within the hospitality sector, including evaluating supplier performance, implementing cost-effective procurement strategies, and conducting vendor surveys to ensure optimal supplier relationships and procurement efficiency. [SLO:HM-11-C-15]: Identify the various components of employee salaries, including travel allowance, overtime, city ledger, advances, provident fund reduction, provident fund return installments, EOBI, and taxes, by identifying and explaining the purpose and calculation methodology for each element. [SLO:HM-11-C-16]: Comprehend the payroll adjustment process, demonstrating an understanding of how to incorporate adjustments like travel allowances, overtime, city ledger, advances, provident fund, EOBI, and taxes into employee salaries, and articulate the impact of these adjustments on the overall compensation structure. [SLO:HM-11-C-17]: Understand and analyze diverse revenue streams within the hospitality industry, including accommodation, spa	

services, dining, conferences, business events, weddings, and other ancillary services. This involves identifying opportunities for revenue generation, optimizing pricing strategies, and developing cross-selling initiatives to enhance overall profitability.

[SLO:HM-11-C-18]:

Comprehend the impact of the digital economy on the hospitality sector. (This includes understanding the role of online marketplaces, digital platforms, and e-commerce in driving bookings, reservations, and customer engagement. Students should be capable of formulating strategies to leverage online channels, enhance the digital presence of the hospitality business, and adapt to changing consumer behaviors in the digital era).

[SLO:HM-11-C-19]:

Demonstrate proficiency in effective inventory control and management within the hospitality sector. (This involves understanding inventory systems, optimizing stock levels, implementing inventory turnover strategies, and utilizing financial metrics to minimize carrying costs while ensuring the availability of necessary goods and supplies).

[SLO:HM-11-C-20]:

Domain D: Role of IT in the Hospitality Industry

Standard: Assess the importance of IT for Hospitality.

Grade 11	Grade 12
Benchmark I: Explore the role of IT in the property management system, online booking and reservation platforms, and smart room technology.	**Benchmark I**:
Student Learning Outcomes	
Students should be able to: [SLO:HM-11-D-01]: Demonstrate proficiency in the use of system/software managing reservations, facilitating check-ins and check-outs, assigning rooms, and handling billing processes. [SLO:HM-11-D-02]: Describe the strategic role of Information Technology (IT) in enhancing guest services through online booking	

and reservation platforms. This includes analyzing how these digital tools contribute to improved customer experiences, proposing strategies to leverage IT for marketing and promotional activities, and staying abreast of emerging technologies in the field of hospitality to optimize online booking processes.

[SLO:HM-11-D-03]:

Explain the Smart Room Technology in the hospitality industry. This involves understanding the integration of Internet of Things (IoT) devices in guest rooms, utilizing automated controls for lighting, temperature, entertainment, and other amenities, and ensuring a seamless and enhanced experience for guests.

[SLO:HM-11-D-04]:

Explore the strategic implications of integrating IoT devices in guest rooms to enhance guest satisfaction. This includes analyzing the impact of Smart Room Technology on operational efficiency, proposing strategies for optimizing the use of IoT devices to meet guest preferences, and staying informed about emerging trends in smart hospitality technology to contribute to the strategic development of the industry.

Domain E: Kitchen Production in Hospitality

Standard: Analyze the importance of compliance with HACCP and 4Cs of food safety.

Grade 11	Grade 12
Benchmark I: Explain the organizational structure of a kitchen. **Benchmark II**: List culinary fundamentals, basic use of equipment, and basic cooking techniques. **Benchmark III**: Describe different types of kitchen and cuisines. **Benchmark IV**: Analyze the importance of compliance with HACCP and 4Cs of food safety. **Benchmark V**: Describe menu engineering, storage and inventory management, and equipment maintenance.	**Benchmark I**:
Student Learning Outcomes	
Students should be able to: [SLO:HM-11-E-01]: Demonstrate a comprehensive understanding of the organizational structure of a kitchen within the hospitality industry. (This involves being able to list and describe the roles and responsibilities of key	

positions such as the executive chef, sous chef, chef de cuisine, pastry chef, and other relevant roles. Students should recognize the hierarchical arrangement, coordination, and collaboration necessary for effective kitchen operations, ensuring a smooth and efficient culinary workflow).

[SLO:HM-11-E-02]:

Describe basics of culinary arts, including fundamental cooking techniques and a simple overview of culinary traditions. (This involves recognizing how cultural influences have shaped cooking practices over time).

[SLO:HM-11-E-03]:

Demonstrate skill in creating basic recipes. (This includes selecting suitable ingredients, adjusting recipes for different serving sizes, and understanding the basic cost considerations. Students should be able to develop simple, yet creative recipes aligned with culinary goals and standards).

[SLO:HM-11-E-04]:

Explore baking and pastry arts at a foundational level. This involves hands-on experience with basic skills like cake decoration, bread making, and simple confectionary techniques. Understanding the

fundamental science behind successful baking is emphasized, preparing students for entry-level roles in the diverse realm of baking.

[SLO:HM-11-E-05]:

Confidently <u>use</u> different types of knives, understand how to sharpen them correctly, and apply proper cutting techniques to ensure safety and efficiency in food preparation.

[SLO:HM-11-E-06]:

Use culinary equipment, including how to safely operate and clean each tool. (This involves recognizing different types of equipment, following safety guidelines, and maintaining cleanliness to promote a well-organized and safe kitchen environment).

[SLO:HM-11-E-07]:

Deomonstrate basic cooking techniques like baking, roasting, sautéing, and grilling. (This involves understanding how these methods are used in everyday cooking).

[SLO:HM-11-E-08]:

Explore traditional cooking methods such as preparing stocks, sauces, and soups. This provides a foundational understanding of classical culinary techniques. [SLO:HM-11-E-09]: Differentiate knives, their uses, and basic cutting techniques for vegetables. Additionally, they should understand common hot kitchen cooking methods like braising, frying, sautéing, baking, poaching, shallow fry, and grilling. This helps in building essential skills for working in a kitchen. [SLO:HM-11-E-10]: Distinguish between hot and cold kitchens. This involves understanding that hot kitchens primarily handle cooking and preparation of warm dishes, while cold kitchens focus on the creation of cold dishes such as salads, appetizers, and desserts. Students should recognize the distinct functions and temperature requirements of each kitchen type within a culinary setting. [SLO:HM-11-E-11]: List of different types of cuisines, recognizing the diversity in global culinary traditions. (This involves identifying major cuisines from various regions,	

showcasing an introductory understanding of the culinary world).

[SLO:HM-11-E-12]:

Analyze international cuisines, exploring key elements such as ingredients, cooking techniques, and cultural influences. (This involves gaining a broad awareness of how different regions contribute unique flavors, methods, and cultural nuances to the global culinary landscape).

[SLO:HM-11-E-13]:

Describe the basics of food safety and sanitation, including proper food handling and storage practices. (This involves an introduction to HACCP principles, emphasizing the importance of maintaining a safe and hygienic environment in the hospitality industry).

[SLO:HM-11-E-14]:

Explore the science of cooking, gaining insights into the properties of ingredients and the chemical reactions that occur during the cooking process. (This involves a basic analysis of the scientific aspects of culinary arts, providing a foundation for understanding the intricacies of food preparation in hospitality settings).

[SLO:HM-11-E-15]: Illustrate basics of efficient storage and inventory management in hospitality. (This includes learning how to organize, track, and maintain inventory levels effectively, ensuring that supplies are readily available when needed). [SLO:HM-11-E-16]: Illustrate fundamentals of strategic menu engineering. (This involves learning how to plan and design menus to maximize profitability and meet customer preferences, aligning menu offerings with the overall goals of the hospitality establishment).	

Domain F: F&B (Food and Beverage) Service in Hospitality

Standard: Assess customer service, cross-selling and up selling techniques, and handling customer complaints within Food & Beverages.

Grade 11	Grade 12
Benchmark I: Describe the basic roles and tasks performed in F&B Service. **Benchmark II**: Illustrate table setting presentation, menu presentation and food presentation.	**Benchmark I**:

Benchmark III: Assess customer service, cross-selling and up selling techniques, and handling customer complaints.	
Student Learning Outcomes	
Students should be able to: [SLO:HM-11-F-01]: Illustrate the art of presenting menus in a visually appealing and informative manner. (This involves understanding layout design, utilizing imagery, and employing clear descriptions to enhance the overall dining experience for guests). [SLO:HM-11-F-02]: Describe ways in which to address customer complaints in the hospitality industry. (This involves cultivating patience, active listening, and problem-solving abilities to resolve issues promptly and ensure a positive guest experience). [SLO:HM-11-F-03]: Demonstrate the skill of setting tables in a welcoming and aesthetically pleasing manner. (This involves understanding the arrangement of utensils, plates, and	

glassware, contributing to a positive and enjoyable dining atmosphere for guests).
[SLO:HM-11-F-04]:

Suggest additional products or services to customers, enhancing their experience. (This involves understanding simple techniques to upsell (encourage the purchase of a higher-value item) and cross-sell (recommend related items), contributing to customer satisfaction and increased sales).

[SLO:HM-11-F-05]:

Demonstrate basic skill of arranging and garnishing dishes to make them visually appealing. (This involves understanding simple techniques to enhance the overall presentation of food, contributing to a positive and enticing dining experience for guests).

[SLO:HM-11-F-06]:

Collect feedback from guests in the hospitality industry. (This involves understanding methods to gather constructive feedback, actively listening to guest opinions, and utilizing this information to enhance services and address any areas for improvement, ultimately contributing to an improved overall guest experience).

Domain G: Sustainable Hospitality

Standard: Explore practices that promote sustainability and are adopted by the hotel industry to promote a greener environment.

Grade 11	Grade 12
Benchmark I: Examine sustainable practices adopted by the industry some of which includes energy efficiency, waste management and recycling, water stewardship, plantation projects, reducing greenhouse gas emissions, sustainable building and design, green certifications, etc.	**Benchmark I**:
Student Learning Outcomes	
Students should be able to: [SLO:HM-11-G-01]: Describe sustainable practices in the hospitality industry, including energy efficiency, waste management, recycling, water stewardship, plantation projects, and efforts to reduce greenhouse gas emissions. (This involves recognizing the importance of incorporating environmentally friendly initiatives into daily operations to minimize the ecological footprint of hospitality establishments). [SLO:HM-11-G-02]: Demonstrate proficiency in applying sustainable building and design principles within the hospitality	

sector. (This includes understanding the integration of eco-friendly construction materials, energy-efficient systems, and green design concepts to create environmentally responsible and sustainable hospitality spaces). [SLO:HM-11-G-03]: List green certifications applicable to the hospitality industry. (This involves understanding the criteria and requirements for certifications such as LEED (Leadership in Energy and Environmental Design) or other regional eco-labels, and how compliance with these standards contributes to sustainable and environmentally conscious hospitality practices).	

Domain A: Role of Engineering in Hospitality

Standard: Examine the roles and functions of an engineering department which is equally crucial to the hospitality industry just like other departments.

Grade 11	Grade 12
Benchmark I:	**Benchmark I**: Examine basic roles of engineering like room maintenance, structural maintenance, electrical and mechanical systems, etc.
Student Learning Outcomes	

	Students should be able to:
	[SLO:HM-12-A-01]:
	Demonstrate skill of routine maintenance and repair procedures in guest rooms within the hospitality industry. (This involves recognizing the importance of scheduled maintenance, identifying common issues, and understanding the impact of timely and effective maintenance on the overall guest experience).
	[SLO:HM-12-A-02]:
	List methods of inspection processes for building exteriors within the hospitality industry. (This includes recognizing the importance of regular inspections, understanding the techniques involved in roof maintenance and repairs, and grasping the procedures for window and door maintenance to ensure the overall structural integrity and aesthetics of hospitality establishments.)
	[SLO:HM-12-A-03]:
	Demonstrate proficiency in the maintenance of various facility systems within the hospitality industry. (This includes understanding and implementing effective procedures for lighting systems, power distribution, electrical panels, emergency power systems (generators, UPS),

	HVAC systems, boiler, water heating systems, and plumbing. Students should be capable of recognizing potential issues, conducting routine inspections, and applying appropriate maintenance techniques to ensure the continuous and optimal functioning of these critical systems in hospitality establishments).

Domain B: Role of Security in Hospitality

Standard: Describe security functions, their surveillance, and response towards emergency situations.

Grade 11	Grade 12
Benchmark I:	**Benchmark I**: Describe processes of physical security, parking security, and CCTV systems. **Benchmark II**: Illustrate ways to cater contingent situations following fire safety and prevention.
Student Learning Outcomes	
	Students should be able to: [SLO:HM-12-B-01]: Describe surveillance and access control systems in the context of hospitality security. (This involves recognizing the importance of surveillance in public

areas, entrances, and exits, as well as understanding the functioning and utilization of access control systems to prevent unauthorized entry. Students should grasp the principles of monitoring and controlling access to ensure the safety and security of guests and premises).

[SLO:HM-12-B-02]:

Examine the role of security patrols in deterring incidents and fostering a sense of safety within the hospitality setting.

[SLO:HM-12-B-03]:

Explain the basic principles of CCTV systems, including their installation, maintenance, and monitoring within hospitality settings. (This involves recognizing the role of CCTV in enhancing security, understanding the need for regular system upkeep, and grasping the fundamentals of monitoring to ensure a safe environment for guests and staff).

[SLO:HM-12-B-04]:

Demonstrate proficiency in video analytics for threat detection and the process of reviewing CCTV footage for incidents. (This involves understanding how video analytics contribute to security measures

and gaining familiarity with the simple review procedures to identify and address potential issues within hospitality establishments.)

[SLO:HM-12-B-05]:

Illustrate strategies for emergency response plans in the hospitality industry. (This involves recognizing common emergency scenarios, knowing how to formulate simple response strategies, and understanding the importance of staff training for effective emergency preparedness).

[SLO:HM-12-B-06]:

Describe ways of coordinating with local authorities during emergencies. (This includes knowing when and how to contact relevant agencies, and the importance of simple drills and training sessions for staff to ensure a safe environment for guests and colleagues in hospitality settings).

[SLO:HM-12-B-07]:

Describe ways of fire risk assessments within the hospitality industry. (This involves recognizing common fire risks, understanding the importance of assessing potential hazards, and grasping the fundamentals of ensuring a fire-safe environment for guests and staff).

	[SLO:HM-12-B-08]: Demonstrate proficiency in maintaining fire safety equipment. (This includes understanding the types of equipment, conducting regular checks, and recognizing the importance of functional fire safety measures to mitigate risks within hospitality establishments). [SLO:HM-12-B-09]: List key features of staff training fire evacuation procedures. (This involves understanding evacuation protocols, communicating emergency procedures clearly, and ensuring staff readiness to respond calmly and efficiently during fire-related incidents in hospitality settings). [SLO:HM-12-B-10]: List ways of monitoring and securing parking areas within the hospitality industry. (This involves recognizing the importance of surveillance in parking spaces, understanding potential security risks, and grasping the basics of ensuring a safe environment for guests' vehicles). [SLO:HM-12-B-11]:

	Describe methods to effectively address security issues related to vehicles. (This involves recognizing common security concerns, understanding the procedures for handling incidents, and ensuring a proactive approach to maintain a secure environment for both guests and their vehicles in hospitality settings).

Domain C: Role of Events in Hospitality

Standard: A basic overview of the functions of the events department in the hospitality industry.

Grade 11	Grade 12
Benchmark I:	**Benchmark I**: Distinguish between different types of events along with different events requirements and banquet setups.

Benchmark I: Analyze the importance of customer dealing and sales and negotiation. |
| **Student Learning Outcomes** | |
| | Students should be able to:

[SLO:HM-12-C-01]:

Categorize various types of events, including corporate events, social events, conferences, |

	weddings, and exhibitions, demonstrating a comprehensive understanding of the diverse nature of events in the hospitality industry. [SLO:HM-12-C-02]: Plan event setups, including logistical planning, space design, and resource allocation, ensuring that all requirements are met to create a seamless and visually appealing event environment. [SLO:HM-12-C-03]: Illustrate different types of banquet setups such as buffet, plated, family-style, and cocktail, understanding the specific characteristics and suitability of each setup for different events and occasions. [SLO:HM-12-C-04]: Demonstrate effective sales techniques in the context of event management, including prospecting, presenting proposals, and closing deals, showcasing the ability to secure business opportunities. [SLO:HM-12-C-05]:

	Develop strong negotiation skills, understanding client needs, identifying mutually beneficial solutions, and successfully closing deals while maintaining positive client relationships.

Domain D: Role of sales and marketing in the Hospitality

Standard: Basic overview of the functions of the sales and marketing department in the hospitality industry.

Grade 11	Grade 12
Benchmark I:	**Benchmark I**: Identifying functions of marketing, strategic marketing, and branding, and STPs.
	Benchmark II: Assess customer centric approaches and the proficiency in customer journey mapping and value proposition.
	Benchmark III: Evaluate effective customer relationship management.
	Benchmark IV: Explain event marketing, media relations, strategic digital marketing, and online presence.
Student Learning Outcomes	
	Students should be able to: [SLO:HM-12-D-01]:

	Demonstrate a comprehensive understanding of marketing strategies, including the STP model (Segmentation, Targeting, Positioning) and the 7Ps (Product, Price, Place, Promotion, People, Process, Physical Evidence), showcasing the ability to develop and implement effective marketing plans. [SLO:HM-12-D-02]: Distinguish between B2B (Business-to-Business) and B2C (Business-to-Consumer) marketing approaches, understanding the unique challenges, customer behavior, and strategies associated with each type of market. [SLO:HM-12-D-03]: Be proficient in customer-centric approaches, including mapping the customer journey and creating compelling value propositions. This involves understanding customer touchpoints, preferences, and pain points to enhance overall customer satisfaction and loyalty. [SLO:HM-12-D-04]: Effectively implement Customer Relationship Management (CRM) strategies, utilizing technology and interpersonal skills to manage and enhance relationships with customers, demonstrating the

	ability to personalize interactions and provide tailored solutions. [SLO:HM-12-D-05]: Be proficient in event marketing strategies, including planning, promotion, and execution. Additionally, they should understand media relations, demonstrating effective communication with the media to enhance event visibility and coverage. [SLO:HM-12-D-06]: Demonstrate a strategic approach to digital marketing, encompassing social media, content creation, SEO, and other online channels. This includes maintaining a strong online presence, optimizing digital marketing efforts, and staying updated on emerging trends. [SLO:HM-12-D-07]: Understand the role and impact of Online Travel Agencies (OTAs) in the hospitality industry, including their influence on bookings, revenue management, and customer reach.

Domain E: Role of Rooms Division in the Hospitality Industry

Standard: Basic overview of the functions of the rooms division department in the hospitality industry.

Grade 11	Grade 12
Benchmark I:	**Benchmark I**: Identify functions of different departments of rooms division i.e., housekeeping, laundry, front office and reservations.
Student Learning Outcomes	
	Students should be able to: [SLO:HM-12-E-01]: Demonstrate a comprehensive understanding of room makeup, cleaning standards, and the management of in-room amenities, including the mini-bar. (This involves recognizing the importance of maintaining high cleanliness standards, arranging room layouts effectively, and ensuring the provision of quality amenities to enhance guest experiences). [SLO:HM-12-E-02]: Be proficient in housekeeping service standards, covering a range of areas such as rooms, public spaces, and uniform presentation. (This includes understanding the protocols for cleaning public areas, maintaining uniform aesthetics, and adhering to service standards that contribute to a positive and consistent guest experience).

	[SLO:HM-12-E-03]:
	Demonstrate efficiency in housekeeping order taking, understanding guest preferences and specific requests accurately. Additionally, students should be capable of conducting housekeeping audits, ensuring that established standards are met, and proposing improvements to enhance overall service quality.
	[SLO:HM-12-E-04]:
	Demonstrate effective guest relations and communication center operations, encompassing skills in handling guest inquiries, resolving issues, and providing information. (This involves utilizing strong communication skills, both verbal and written, to ensure positive interactions with guests and efficient functioning of the communication center).
	[SLO:HM-12-E-05]:
	Possess the ability to comprehensively examine customer feedback and satisfaction levels within the hospitality industry. (This includes proficiency in complaint handling, conducting guest surveys, and implementing service recovery strategies to address concerns and enhance overall guest satisfaction).

[SLO:HM-12-E-06]: Be proficient in front desk services, including check-in and check-out procedures. Additionally, they should understand the analysis of cancellation and no-show policies, managing penalty fees, flexible reservation policies, and implementing strategies to handle overbooking efficiently. (This involves mastering reservation processes via different platforms and ensuring adherence to established policies). [SLO:HM-12-E-07]: Demonstrate efficiency in the various stages of laundry operations, including receiving, tagging, washing, ironing, and delivering garments to both employees and customers. (This involves understanding the importance of proper garment handling, following laundry protocols, and ensuring the timely and quality delivery of laundered items to meet customer and employee expectations).

Domain F: Health and Wellness

Standard: Ensure application of health and wellness facilities in the hospitality industry.

Grade 11	Grade 12

Benchmark I:	Benchmark I: Identify basic features of health and recreational facilities at hotels.
Student Learning Outcomes	
(1)	Students should be able to: [SLO:HM-12-F-01]: Demonstrate the ability to ensure the safety and enjoyment of health services such as gyms and swimming pools within the hospitality industry. (This involves understanding and implementing safety protocols, maintaining cleanliness, and providing a positive and well-maintained environment for guests to engage in recreational and health-related activities).

Domain G: Quality and Compliance

Standard: Identify and explain function/role of quality and compliance in maintaining and elevating the standards of a hotel.

Grade 11	Grade 12
Benchmark I:	**Benchmark I**: Explain occupational health and safety, monitor work environment by assessing and mitigating risk, and promoting effective environmental sustainability practices.

	Benchmark II: Identify the role and importance of food safety hygiene, compliance, food safety practices, and food audits. **Benchmark III**: Explain the role of quality and compliance doing regular audits for guests' satisfaction and improving the service quality.
Student Learning Outcomes	
	Students should be able to: [SLO:HM-12-G-01]: Demonstrate proficiency in implementing efficient utilization of water, waste, and energy within the hospitality industry. (This involves understanding sustainable practices, managing solid waste, effluents, and emissions responsibly, and integrating environmental conservation measures to reduce the ecological impact of hospitality operations). [SLO:HM-12-G-02]: Be proficient in fire safety measures specific to the hospitality industry to ensure a safe environment for guests and employees in case of fire emergencies. (This includes understanding types of fires,

	maintaining fire extinguishers, conducting fire drills, and implementing emergency response procedures such as shakeout drills.
	[SLO:HM-12-G-03]:
	Develop expertise in safety management within hospitality settings to proactively manage workplace risks. (This involves identifying and mitigating common hazards such as poor housekeeping, electricity hazards, fire hazard, ergonomics, personal protective equipment, work at height, noise hazard, signage, and manual handling. Additionally, students should be proficient in performing Occupational Health and Safety (OHS) risk assessments to proactively manage workplace risks).
	[SLO:HM-12-G-04]:
	Be proficient in first aid and emergency response within the hospitality industry. (This involves understanding basic first aid procedures, training staff in emergency response, and developing systems to ensure a timely and effective response to medical emergencies, thereby enhancing the overall safety and well-being of guests and employees).
	[SLO:HM-12-G-05]:

	Demonstrate the ability to implement and uphold rigorous food safety practices within the hospitality industry. (This involves understanding and applying standards for food safety, overseeing proper handling, storage, and preparation of food, and ensuring compliance with regulations to prevent contamination and safeguard the health of guests).
	[SLO:HM-12-G-06]:
	Be proficient in ensuring comprehensive food and personal hygiene within hospitality operations. (This includes implementing and monitoring hygiene protocols for both food preparation and personnel, emphasizing the importance of cleanliness, sanitation, and adherence to health standards to maintain the highest level of food safety).
	[SLO:HM-12-G-07]:
	Identify the importance of conducting effective food audits, including inspections of food receiving, storage, and preparation areas. (This involves understanding inventory audit procedures, protocols for supplies receiving, and maintaining HACCP (Hazard Analysis and Critical Control Points) standards. Students should also demonstrate familiarity with the 4Cs of food safety (Clean, Cook, Chill, and Cross-contamination prevention)

	and ensure their consistent application in daily operations to guarantee the safety of food served to guests).
	[SLO:HM-12-G-08]:
	Be proficient in implementing regular inspections and audits within the hospitality industry to maintain a high quality in service delivery industry. (This involves understanding the importance of routine checks on various aspects such as table layouts, buffet setups, staff service, and room service. Students should be capable of identifying areas for improvement, ensuring compliance with standards, and maintaining a high level of quality in service delivery through systematic inspections and audits).
	[SLO:HM-12-G-09]:
	Demonstrate the ability to monitor and enhance guest satisfaction within hospitality operations. (This involves reviewing table layouts, buffet setups, staff service, room service, and other relevant elements. Students should be proficient in analyzing feedback, addressing concerns, and implementing strategies to continuously improve guest satisfaction levels, contributing to the overall success and reputation of the hospitality establishment).

Domain H: Laws and Ethical Considerations

Standard: Explain legal considerations and ethical dilemmas which a hospitality industry do/may encounter

Grade 11	Grade 12
Benchmark I:	**Benchmark I**: Identify basic hospitality laws. **Benchmark II**: Apply ethical and legal considerations which are pivotal for the hospitality industry.
Student Learning Outcomes	
	Students should be able to: [SLO:HM-12-H-01]: Demonstrate a comprehensive understanding of legal aspects relevant to the hospitality industry, including licensing and permits, labor and employment laws, guest privacy, data protection, consumer protection laws, intellectual property laws, environmental regulations, and tax laws. (This involves recognizing the diverse legal frameworks that govern different aspects of hospitality operations and ensuring compliance with relevant laws to mitigate legal risks).

	[SLO:HM-12-H-02]:
	List down and understand the importance of applying labor and employment laws within the hospitality sector. (This includes understanding employee rights, contract management, fair labor practices, and the creation of workplace policies that align with legal requirements, fostering a harmonious and legally compliant work environment).
	[SLO:HM-12-H-03]:
	Implement effective measures to ensure guest privacy and data protection in accordance with relevant laws. (This involves understanding the principles of data privacy, creating robust data protection policies, and ensuring that guest information is handled securely and in compliance with applicable privacy regulations).
	[SLO:HM-12-H-04]:
	Demonstrate an understanding and commitment to ethical practices within the hospitality industry. (This involves recognizing the importance of integrity, transparency, and responsible decision-making in interactions with guests, employees, and stakeholders. Students should be able to apply ethical principles in various aspects of hospitality

	operations, including customer service, employee management, and overall business conduct).

Domain I: Future trends in hospitality

Standard: Identify future trends shaping the hospitality industry with better facilities while integrating knowledge, technology, and experiences.

Grade 11	Grade 12
Benchmark I:	**Benchmark I**: Analyze global trends and cultural sensitivity. **Benchmark II**: Explain evolution of wellness and mindfulness in the hospitality industry in the future. **Benchmark III**: Explain process of development of innovative F&B experiences. **Benchmark IV**: Apply technology integration for operational efficiency and enhanced guests' experiences.
Student Learning Outcomes	
	Students should be able to: [SLO:HM-12-I-01]: Demonstrate an awareness of global trends and cultural nuances in the hospitality industry. (This

	involves recognizing the impact of cultural preferences, staying informed about international travel trends, and understanding how cultural factors influence guest expectations and experiences). [SLO:HM-12-I-02]: Identify and cater to the increasing demand for unique and culturally immersive experiences within the hospitality sector. (This involves recognizing the value of offering authentic cultural experiences, staying attuned to market trends, and developing strategies to enhance guest satisfaction through culturally enriched offerings). [SLO:HM-12-I-03]: Strategize and implement the expansion of wellness offerings within the hospitality sector. (This involves understanding the growing demand for spa services, fitness programs, and mindfulness activities, and devising plans to incorporate these elements into the overall guest experience). [SLO:HM-12-I-04]: Be proficient in integrating wellness-focused architecture and design elements into hospitality spaces. (This includes understanding how design

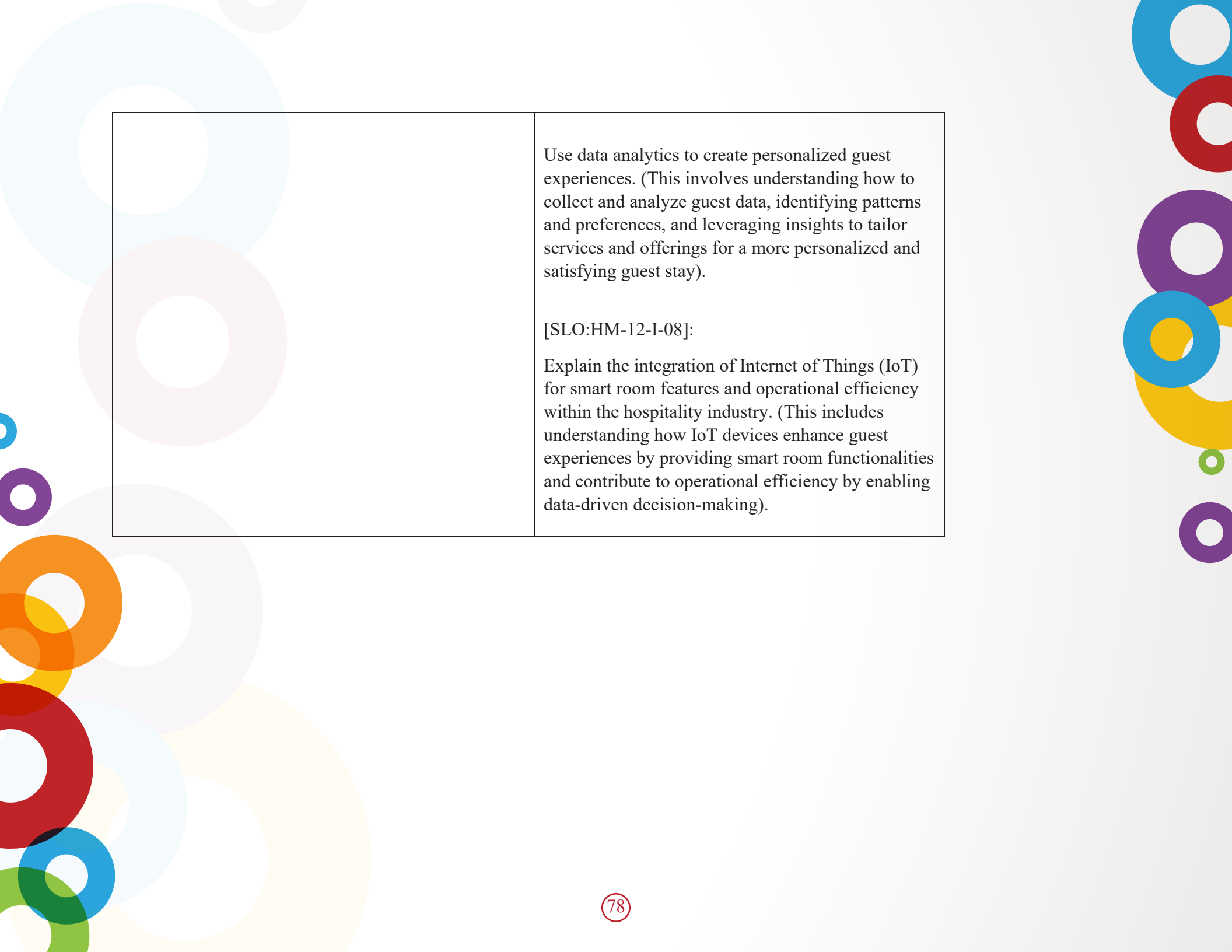|	choices impact the well-being of guests, incorporating natural elements, maximizing natural light, and creating spaces that promote relaxation and rejuvenation).
	[SLO:HM-12-I-05]:
	Explain the integration of wellness technologies, particularly those focused on optimizing sleep and overall well-being. (This involves understanding the latest advancements in wellness tech, implementing solutions that enhance guest comfort, and staying updated on emerging technologies that contribute to a holistic wellness experience).
	[SLO:HM-12-I-06]:
	Demonstrate the ability to conceptualize, plan, and implement innovative food and beverage experiences within the hospitality industry. (This involves understanding current culinary trends, designing unique dining concepts, and incorporating creative elements that enhance the overall guest dining experience. Students should have an understanding to curate menus, explore fusion cuisine, and utilize inventive presentation techniques to differentiate and elevate the dining offerings).
	[SLO:HM-12-I-07]:

	Use data analytics to create personalized guest experiences. (This involves understanding how to collect and analyze guest data, identifying patterns and preferences, and leveraging insights to tailor services and offerings for a more personalized and satisfying guest stay).
	[SLO:HM-12-I-08]: Explain the integration of Internet of Things (IoT) for smart room features and operational efficiency within the hospitality industry. (This includes understanding how IoT devices enhance guest experiences by providing smart room functionalities and contribute to operational efficiency by enabling data-driven decision-making).